

**Coast Guard Command Control Communications and Information Technology  
Service Center (C4IT SC)**

**7324 Telegraph Road, Stop 7340, Alexandria, VA 20598**

**General Number: (703) 313-5542**

**General Working Hours are 0800-1630, Monday – Friday**

<http://www.uscg.mil/c4itsc/>

**Help Desk Points of Contact**

For CG Standard Workstation, Network, or Telephone issues, use the CGHELP application on the standard workstation.	ESU Alameda	(510) 719-6867 CDO 24/7 watch
	ESU Boston	(617) 529-7572 CDO 24/7 watch
	ESU Cleveland	(216) 536-2619 CDO 24/7 watch
	ESU Honolulu	(808) 843-3848 CDO 24/7 watch
For C4IT repair or maintenance, call your servicing Engineering Support Unit (ESU)*.	ESU Kodiak	(907) 539-5140 CDO 24/7 watch
	ESU Miami	(786) 423-6986 CDO 24/7 watch
	ESU New Orleans	(504) 259-4196 CDO 24/7 watch
	ESU Portsmouth	(757) 646-4437 CDO 24/7 watch
<i>* Units retaining organic support and not under C4IT SC authority include: Academy, ATC Mobile, FINCEN, Institute, NPFC Ballston, PPC, PSC, R&amp;D Center, Recruiting Command, RTC Yorktown, and SECCEN</i>	ESU Seattle	(206) 459-7523 CDO 24/7 watch
	ESU St. Louis	(314) 269-2419 CDO 24/7 watch
	ESU Washington, DC	(202) 372-4357 Work hours
		(202) 372-4360 After hours
Operational System Support (MISLE, MAGNET, CGPortal, etc)	OSC CSD	(877) USCG-SYS / (877) 872-4797
	Direct / Fax Internet	(304) 264-2500 / (304) 262-5995 <a href="http://csd.osc.uscg.mil/cghelp/">http://csd.osc.uscg.mil/cghelp/</a>
Rescue 21	Toll Free	(877) 449-0600
Electronic Sensors / C2 / Navigation Systems	C2CEN SMEF	(757) 686-2156, 700 – 1700 EST M-F
SIPRNet	TISCOM	(800) 847-2479 opt 4/ (703) 313-5590
Cutter Connectivity & Computers	After ESU hours	(800) 847-2479 opt 9/ (703) 313-5763
HomePort Assistance	Toll Free	(877) USCG-WWW / (877) 872-4999
	Direct	(304) 262-5971
Electronics Repair Facility / Lab	Repair Floor	(410) 762-6686
RAS Assistance (24/7)	Toll Free	(800) 821-7081

**Command Points of Contact**

Director	Mr. Mark Powell	(703) 313-5542
Deputy Director	CAPT John Macaluso	(703) 313-5536
Command Master Chief (CMC)	MCPO Daryl Bletso	(703) 313-5547
Administrative Specialist	Ms Genova Clemons	(703) 313-5542

**Shared Services Points of Contact**

Asset Logistics Division Chief (ALD)	Ms. Sandra Jamula	(703) 313-5503
ALD Deputy	CDR Ron Brahm	(510) 637-5430
Business Operations Division Chief (BOD)	Mr. Timothy Strickland	(202) 475-3611
BOD Acquisition Tech Authority	CDR Joseph Mahr	(202) 475-3595
BOD Liaison & Coordination	LCDR Richard Vincent	(703) 313-5515
BOD Processes & Metrics	LCDR Starling Jinright (Alameda)	(510) 637-5448
Contracting & Procurement Div Chief (COCO)	Mr. Andrew Jernell	(202) 475-3311
Workforce & Facilities Mgmt Div Chief WFD)	CDR Teri Jordan (Norfolk, VA)	(757) 628-4085
Field Service Division Chief (FSD)	CAPT John Gallagher (Norfolk)	(757) 628-4081
FSD Deputy	Mr. Peter Basil (Alameda)	(510) 637-5402
ESU Coordination Branch	LCDR David Mitchell (Norfolk)	(757) 628-4011
ESU Management Branch	LCDR Tim McClellan (Norfolk)	(757) 628-4061

<b>Coast Guard Command and Control Engineering Center (C2CEN)</b> <b>4000 Coast Guard Blvd, Portsmouth, VA 23703</b> <b>Quarterdeck: (757) 686-2100</b> <b>General Working Hours are 0800-1630, Monday – Friday</b>		
<b>Command Points of Contact</b>		
Commanding Officer	CAPT Charles Mathieu	(757) 686-2111
Executive Officer	CDR Patti Seeman	(757) 686-2150
Command Duty Officer	24 hour duty cell phone	(757) 615-3834
<b>Help Desk Points of Contact</b>		
System Management & Engineering Facility (SMEF) Help Desk	Available 0700-1700, EST Monday-Friday	(757) 686-2156
<b>Product Lines Points of Contact</b>		
Product Lines Division Chief	Mr. David Wolfe	(757) 686-4015
Command Centers Product Line Manager	CDR Joseph Ponseti	(757) 686-2188
Navigation Aids/NDGPS Product Line Manager	LCDR Mark Focken	(757) 686-4064
Remote Mission Systems Product Line (Pre-Standup)	CDR Joe Chop	(757) 686-4235
<b>Core Technologies Points of Contact</b>		
Core Technologies Division Chief	Mr. Larry Gansz	(757) 686-4042
C2 Systems Branch Chief	CDR Amy Kritz	(757) 686-2118
Navigation Branch Chief	CDR Tom Routhier	(757) 638-2746
RF Communications Branch Chief (Pre-Standup)	CDR Lincoln Benedict	(757) 628-4056
Training Programs Branch Chief	LT Patrick Gallagher	(757) 686-4123
Electronics Repair Facility Branch Chief (Baltimore)	LCDR Joe Healy	(410) 762-6679

<p align="center"> <b>Operations System Center (OSC)</b>  <b>600 Coast Guard Drive, Kearneysville, WV 25430</b>  <b>General: (304) 264-2552</b>  <b>General Working Hours are 0800-1630, Monday – Friday</b>  <a href="http://csd.osc.uscg.mil/">http://csd.osc.uscg.mil/</a> </p>		
<b>Command Points of Contact</b>		
Commanding Officer	CAPT Michael Ryan	(304) 264-2550
Executive Officer		
Command Duty Officer	24 hour duty cell phone	(304) 283-4307
<b>Help Desk Points of Contact</b>		
Customer Support Desk <a href="http://csd.osc.uscg.mil/cghelp/index.htm">http://csd.osc.uscg.mil/cghelp/index.htm</a>	Toll Free	(877) USCG-SYS
		(877) 872-4797
	Direct	(304) 264-2500
	Fax	(304) 262-5995
RAS Assistance (24/7)	Toll Free	(800) 821-7081
HomePort Assistance	Toll Free	(877) USCG-WWW
		(877) 872-4999
	Direct	(304) 262-5971
<b>Product Lines Points of Contact</b>		
Product Lines Division Chief	Mr Jon Bechtle	(304) 264-2551
Operations Systems Branch	LCDR Peter McCaffery	(304) 264-3809
Intelligence Systems Branch	LCDR John Cole	(304) 264-2587
HR Systems Branch	Ms Peggy Staubs	(304) 264-2583
Finance Systems Branch	Ms Jen Ganoung	(304) 264-2545
Logistics Systems Branch	Mr Ron Winalski	(304) 264-5117
<b>Core Technology Points of Contact</b>		
Core Technologies Division Chief	Mr Jack Mundale	(304) 264-2562
Information Assurance Branch	CDR George Ganoung	(304) 264-2602
Enterprise Infrastructure Branch	Mr Mike Scott	(304) 264-2647
Enterprise Information Services Branch	Mr Mike Scott	(304) 264-2647
Enterprise Engineering Services Branch	Mr Steve Munson	(304) 264-2608
OSC Infrastructure Branch	Mr Bill Kilmer	(304) 264-7915

<b>Telecommunication and Information Systems Command (TISCOM)</b> <b>7323 Telegraph Road, Alexandria, VA 20598</b> <b>Toll Free: (800) 847-2479</b> <b>General Working Hours are 0800-1630, Monday – Friday</b>		
<b>Command Points of Contact</b>		
Commanding Officer	CAPT Leonard Ritter	(703) 313-5700
Executive Officer	CDR Robert Bevins	(703) 313-5430
Officer of the Day	24 hour duty phone	(703) 313-5400
<b>Help Desk Points of Contact</b>		
EMF Support	EMF Watch	(800) 847-2479 ext 5762
	Direct	(703) 313-5762
Standard Workstation Helpdesk	SWIII Hotline	(800) 847-2479 option 3
CGCIRT Watch Helpdesk	Hotline	(866) 424-2478
	Direct	(703) 313-5678
SIPRNet Helpdesk	Hotline	(800) 847-2479 option 4
	Direct	(703) 313-5590
EMF NOC (OneNet & Cutter Connectivity)	EMF NOC Watch	(800) 847-2479 option 9
	Direct	(703) 313-5763
<b>Product Lines Points of Contact</b>		
Product Line Division Chief	Mr William Randall	(703) 313-5701
Enterprise Networks Branch	CDR Stanley Balint	(703) 313-5601
Enterprise Information Systems Infrastructure Branch	Mr Steven Verber	(703) 313-5758
RF Systems Branch	Mr Randy Robish	(703) 313-5561
Messaging Systems Branch	Mr Larry Schimelpfenig	(703) 313-5522
<b>Core Technology Points of Contact</b>		
Core Technologies Division Chief	Mr Thomas Pedagno	(703) 313-5780
Telecom Services Branch	LCDR Paul Vogel	(703) 313-5604
Enterprise Management Branch	CDR Lucinda Cunningham	(703) 313-5768
Deepwater Advisor	Mr Richard Hartman	(703) 313-5838
DHS Active Directory Office	Mr David Jones	(703) 313-5539/5526

<b>C4IT SC Field Services Division (FSD)</b>		
Field Service Division Chief	CAPT John Gallagher (Norfolk)	(757) 628-4081
FSD Deputy	Mr. Peter Basil (Alameda)	(510) 637-5402
ESU Coordination Branch	LCDR David Mitchell (Norfolk)	(757) 628-4011
ESU Management Branch	LCDR Tim McClellan (Norfolk)	(757) 628-4061
<b><u>Engineering Service Unit</u></b>	<b><u>CO / XO / CDO</u></b>	<b><u>Phone</u></b>
<b>ESU Alameda</b>	CDR Scott Beauregard	(510) 437-5399
	LCDR Sean Katz	(510) 437-5372
	Command Duty Officer	(510) 719-6867
	CDO is a 24/7 Cell Phone watch.	
<b>ESU Boston</b>	CDR Thomas Salveggio	(617) 223-5737
	LCDR Douglas Norstrom	(617) 223-3101
	Command Duty Officer	(617) 529-7572
	CDO is a 24/7 Cell Phone watch.	
<b>ESU Cleveland</b>	CDR Michael Dickey	(216) 902-6156
	Mr. Max McDermott	(216) 902-6157
	Command Duty Officer	(216) 536-2619
	CDO is a 24/7 Cell Phone watch.	
<b>ESU Honolulu</b>	CDR Glenn Hernandez	(808) 843-3801
	LCDR Thomas Sullivan	(808) 843-3802
	Command Duty Officer	(808) 843-3848
	CDO is a 24/7 Cell Phone watch	
<b>ESU Kodiak</b>	CDR Lane Johnson	(907) 487-5597
	CDR Gregory Czerwonka	(907) 487-5026
	Command Duty Officer	(907) 539-5140
	CDO is a 24/7 Cell Phone watch	
<b>ESU Miami</b>	CDR James Young	(305) 415-7101
	LCDR Glen Stocks	(305) 415-7102
	Command Duty Officer	(786) 423-6986
	CDO is a 24/7 Cell Phone watch.	
<b>ESU New Orleans</b>	CDR Gerald Charlton	(504) 253-6645
	LCDR Klaus Barboza	(504) 253-6641
	Command Duty Officer	(504) 259-4196
	CDO is a 24/7 Cell Phone watch.	
<b>ESU Portsmouth</b>	CDR Dean Dardis	(757) 638-2777
	LCDR Jeffrey Potensky	(757) 483-8415
	Command Duty Officer	(757) 646-4437
	CDO is a 24/7 Cell Phone watch.	
<b>ESU Seattle</b>	CDR Jeff Stewart	(206) 217-6596
	LCDR Keith Jernigan	(206) 217-6786
	Command Duty Officer	(206) 459-7523
	CDO is a 24/7 Cell Phone watch.	
<b>ESU St. Louis</b>	CDR Cornell Perry	(314) 269-2445
	LCDR Shannon Pitts	(314) 269-2446
	Command Duty Officer	(314) 269-2419
	CDO is a 24/7 Cell Phone watch.	
<b>ESU Washington, DC</b>	CDR Ian Liu	(202) 372-4007
	Mr. Anthony Grieb	(202) 372-4130
	Command Duty Officer (Work Hours)	(202) 372-4357
	Command Duty Officer (After Hours)	(202) 372-4360
	During normal work hours, CDO number gets you a live body. After hours, CDO is a voice mail. The voice mail is sent to a duty analyst as an E-mail to review for urgency and tasking.	